



Regional Centre ECHS

07 Nov 2024

Anirban Chakraborty
s/o Nk Gopal Chakraborty (Retired) (Army)
2 No. Motilal Colony, PO-Rajbari Colony
Kolkata, West Bengal-700081
(Email- anirban.chakraborty@gmail.com)

**CPGRAMS GRIEVANCE REGISTRATION NO : DDESW/E/2024/0005244,
DDESW/E/2024/0005245 AND MODEF/E/2024/0007862**

1. Please ref the fwg:-
 - (a) CPGRAMS Grievance No: DDESW/E/2024/0005244 dated 20 Oct 2024.
 - (b) CPGRAMS Grievance No: DDESW/E/2024/0005245 dated 20 Oct 2024.
 - (c) CPGRAMS Grievance No: MODEF/E/2024/0007862 dated 20 Oct 2024.
 - (d) Reply fwd by PC saltlake dt 30 Oct 2024(copy att).
2. The grievances submitted by the applicant in all three applications mentioned in para 1(a), (b) and (c) above, are similar and they pertain to grievances against the laid down Central Govt policies in vogue. Hence Nil Comments.
3. With reference to claim ID 32924686, it has already been settled.
4. With reference to claim ID 32371599 an NMI was raised on 21 Oct 2024 to BPA validator not to deduct against payable items vide CO ECHS letter No B/49778/AG/ECHS/Claims/Advisory dt 04 Oct 2022, and the matter is still with the BPA.
5. In view of the above, your grievance is disposed off from this office.



Enclosure : As above.

Copy to:-

Jt Dir (C & L)
Central Org ECHS

ECHS Polyclinic Salt Lake

- For Info please

- For info please

कर्मल / CMA
क्षेत्रीय निर्देशक (प्रशासनिक)
Regional Director (Admin.)
कोलकाता / Kolkata
कोलकाता / Kolkata

**CPGRAMS REGISTION NO: MODEF/E/2024/0007862,
DDESW/E/2024/0005244, DDESW/E/2024/0005245**

From : Lt Col Sanjoy Bhattacharyya
<saltlake@echs.gov.in>

Wed, Oct 30, 2024 09:50 AM

7 attachments

Subject : CPGRAMS REGISTION NO:
MODEF/E/2024/0007862,
DDESW/E/2024/0005244,
DDESW/E/2024/0005245

To : Col Manoj Uniyal
<dirrckolkata@echs.gov.in>

Cc : @gmail.com, Lt Col Pradeep
Chaudhary <shqkolkata@echs.gov.in>

Dear Sir,

1. Please ref your trail mail and fwg CPGRAM grievances :-

(a) DDESW/E/2024/0005244 dt 20 Oct 2024.

(b) DDESW/E/2024/0005245 dt 20 Oct 2024.

(c) DDESW/E/2024/0007862 dt 20 Oct 2024.

2. The grievances submitted by the applicant in all three applications mentioned above are similar. Most of the grievances are of policy in nature and hence no comments. However, the pharmacy claim ID 32371599 & 32924686 of applicant's father (Nk Gopal Chakraborty, Retd) are in process between BPA and RC Kolkata (copy of audit trail as on 29 Oct 24 is att for perusal).

3. Submitted for your information and necessary action please.

Warm Regards,
Lt Col S Bhattacharyya (Retd)
OIC PC Saltlake

https://archive.org/details/@oligarchy_of_india

From: "Col Manoj Uniyal" <dirrckolkata@echs.gov.in>
To: "Lt Col Sanjoy Bhattacharyya" <saltlake@echs.gov.in>
Sent: Saturday, October 26, 2024 1:19:48 PM

Grievance Status for registration number : MODEF/E/2024/0007862

Grievance Concerns To

Name Of Complainant

Anirban Chakraborty

Date of Receipt

20/10/2024

Received By Ministry/Department

Defence

Grievance Description

Defence >> Others/ Miscellaneous

Respected Official,
Please take necessary action based on the herewith attached complaint document.

Grievance Document



Current Status

Case closed

Date of Action

04/11/2024

Remarks

Please see attached file

Reply Document



Officer Concerns To

Officer Name

Col Anaadi Sirothia (Jt Dir Complaints and Litigation)

Organisation name

Ex Servicemen Contributory Health Sechem

Contact Address

Central Organisation ECHS XXX
Email Address
dircomplaints-mod@nic.in
Contact Number
XXX



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Details for registration number : MODEF/E/2024/0007862

Name Of Complainant	Anirban Chakraborty
Date of Receipt	20/10/2024
Received By Ministry/Department	Defence
Grievance Description	
Defence >> Others/ Miscellaneous ----- Respected Official, Please take necessary action based on the herewith attached complaint document.	
Current Status	Under process
Date of Action	24/10/2024
Officer Concerns To	
Officer Name	Col MANOJ UNIYAL (DIRECTOR)
Organisation name	KOLAKTA
Contact Address	Regional Centre ECHS-Kolkata XXX
Email Address	XXX
Contact Number	XXX

https://archive.org/details/@oligarchy_of_india

Details for registration number : MODEF/E/2024/0007862

Name Of Complainant	Anirban Chakraborty
Date of Receipt	20/10/2024
Received By Ministry/Department	Defence
Grievance Description	
Defence >> Others/ Miscellaneous Respected Official, Please take necessary action based on the herewith attached complaint document.	
Current Status	Under process
Date of Action	21/10/2024
Officer Concerns To	
Officer Name	Shri Tirth Ram (Deputy Secretary)
Organisation name	Ex Servicemen Welfare
Contact Address	XXX, New Delhi
Email Address	XXX
Contact Number	XXX
<div>PrintClose</div>	



PGPORTAL - Grievance Registration

3 messages

PGPORTAL <cpgrams-darpg@nic.in>
To: XXX@gmail.com

Sun, Oct 20, 2024 at 13:12

Dear Sir/Madam,

Your grievance has been registered successfully in Public Grievances Portal.
Registration No. : MODEF/E/2024/0007862.

For more details visit<https://pgportal.gov.in/>

Note: This is a system generated mail. Please do not reply to it.

PGPORTAL <cpgrams-darpg@nic.in>
To: XXX@gmail.com

Sun, Oct 20, 2024 at 13:20

Dear Sir/Madam,

Your grievance has been registered successfully in Public Grievances Portal.
Registration No. : DDESW/E/2024/0005244.

[Quoted text hidden]

PGPORTAL <cpgrams-darpg@nic.in>
To: XXX@gmail.com

Sun, Oct 20, 2024 at 13:28

Dear Sir/Madam,

Your grievance has been registered successfully in Public Grievances Portal.
Registration No. : DDESW/E/2024/0005245.

[Quoted text hidden]

https://archive.org/details/@oligarchy_of_india

Grievance Status for registration number : MODEF/E/2024/0007862

Grievance Concerns To

Name Of Complainant

Anirban Chakraborty

Date of Receipt

20/10/2024

Received By Ministry/Department

Defence

Grievance Description

Defence >> Others/ Miscellaneous

Respected Official,
Please take necessary action based on the herewith attached complaint document.

Grievance Document



Current Status

Grievance received

Date of Action

20/10/2024

Officer Concerns To

Forwarded to

Defence

Officer Name

Shri Manish Tripathi (JS MIS)

Organisation name

Defence

Contact Address

XXXX New Delhi

Email Address

XXXX@gov.in

Contact Number

XXXX

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CAUSE TITLE

Before the Secretary (Ex-servicemen Welfare) D.E.S.W. Govt. of India.

20th October 2024

Ref. No. CPT/AC5A/MOD/1(2D)

Public Interest Complaint

Title:

Officers & JCOs are leeching away the E.C.H.S.'s funds affecting ORs the most.

Subject Matter:

BPA is throttling reimbursement claims of PBOR because Prime Minister Mr. Modi has failed to fund the ECHS sufficiently. Whereas Ex-Officers are enjoying very costly air conditioned cabins, Ex-JCOs are enjoying costly semi-private wards, & Ex-ORs are entitled to cheap general wards in empanelled hospitals causing havoc to already stressed funds, more delay in reimbursing the ORs, & effectively denial of pension to the ORs. Where the Ex-servicemen of the ranks JCO & below require doctors' certification to get AC room for treatment advantage, Officers are exempted from such requirement. This arbitrariness, discrimination against ORs, & misappropriation of funds is the result of procedural impropriety, illegality, irrationality, & unreasonableness behind making such policy. Requested amendment to ECHS policy to strip Officers & JCOs of their illegal entitlement to AC cabins & semi-private wards respectively, making provision only for general ward in empanelled hospitals for all ranks, to save money for paying long pending reimbursement claims of the Ex-servicemen & that of my father (Reimb. Claim IDs 32924686 & 32371599).

Anirban Chakraborty

S/o Nk Gopal Chakraborty (Retired)

XXX

XXX

Polyclinic: Salt Lake, Regional Centre: Kolkata, West Bengal

2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

XXX

☎ XXX

✉ XXX &

XXX

... The Authorised Representative & Complainant

Versus

**UTI Infrastructure Technology and Services Limited (Bill Processing Agency),
Central Organisation Ex-Servicemen Contributory Health Scheme, and
Department of Ex-Servicemen Welfare, Ministry of Defence**

of The Bapuji Cake Health Scheme, Government Oligarchy of India, New Delhi

... The Defendants

Complaint against unfair trade practices & discrimination.

Urgent. PGPORTAL. Email.
Publish post reply.

Save the RTI Act and save
the RTI Investigators from
human rights violation.

Ref. CPT/AC5A/MOD/1(2D)
Ne

Anirban Chakraborty

S/o Nk Gopal Chakraborty (Retd.)

2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (N) 24 Pgs., West Bengal,

 Oligarchy.of.India@Gmail.com

 <http://oligarchyofindia.iblogger.org>

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 https://x.com/Oligarchy_India

To,

The Secretary
Ex-servicemen Welfare

Department of Ex-servicemen Welfare,
Ministry of Defence, Government of India
5-A, South Block, New Delhi, 110011

Dated Calcutta the 20th October 2024.

Subject:

Amend E.C.H.S. policy to strip Officers and JCOs of their illegal entitlement to
air conditioned private wards and non air conditioned semi-private wards respectively,
making provision only for general ward in empanelled hospitals for all ranks,
to save money for paying long pending reimbursement claims of the Ex-servicemen and that
of my father having Reimbursement Claim IDs 32924686 and 32371599
enabling them to purchase Not Available medicines in ECHS Polyclinics in the next month
without effectively denying them of their pension for months until reimbursement arrives.

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Respected Official,

Reply to the NMI Reimbursement Claim ID 32924686

Hold a gun and take a post. It is expect that neither the
soldiers spend half of their time writing prior sanction letters¹
like a civil clerk nor an aged and diseased ex-serviceman or a
widow do the hardship of writing application for renewal of prior
sanction letter for every date of OPD doctor's consultation for
chronic diseases. With mountain of workload², it is not feasible

¹ U/s 18(a) of the SOP Treatment Management in ECHS 28th Sep 2018.

² 4. "These claims are again audited at the Regional Centre ...
However, because of very sheer number of claims, which runs into

for the soldiers to work synchronously with private hospitals to issue prior sanction letters in short notices. Even date of appointment for OPD doctor's consultation is uncertain after the RG Kar Hospital incident, 2024, as government and private doctors are unpredictably going into pen down or strike.

A referral paper for OPD doctor's consultation has validity of three to six months for chronic diseases³; after twenty one days since submission of the reimbursement claim documents having **Claim ID 32924686**, however, the bill processing agency namely UTI ITSL ditching the claim back to the square one with the remarks

Kindly note that uploaded sanction letter is of 13.08.2024 but you have claimed for 20.09.2024 dated consultation, kindly clarify the same for further processing.⁴

made in the NMI is not madness but wicked tactics of the Central Government to hold back as many claims as possible to pass a little number of claims that the Central Government is capable to reimburse at a time⁵:

*2. Both the claims have been passed but are awaiting for settlement due to **lack of Funds for Settlement**. You shall receive the amount in your bank once we settle it as and when funds are available. This might take some time, probably by next month. We apologize for the delay.*⁶

Counterblast and exposure

Not only the Central Government has omitted the clause for timely bill payment in the Memorandum of Agreement 2022 with the health care organisations as compared to that of the years 2017, 2014, and 2009, thereby causing refusal of treatment by the empanelled hospitals:

*If a hospital is empanelled but due to huge pending bills remaining unpaid refuses to extend cashless treatment ...*⁷

1. It is observed with concern that many Emp hospitals are not providing cashless treatment to genuine ECHS

thousands, it is not feasible to thoroughly audit each and every claim..." RC Kolkata letter dt. 5th Apr 2024 no. 20771/Complaint/Med

³ Section 2(a)(i & iv) of the C.O. E.C.H.S. letter dated 4th Oct 2024 being no. B/49769/AG/ECHS with subject Clarification on revised guidelines for referral process in ECHS.

⁴ ECHS Claim ID 32924686 NMI. (Copy enclosed)

⁵ From Jan 2023 to May 2024, the average delay in settlement is 57 days, average delay in reimbursement is 68 days, minimum delay in settlement is 15 days, minimum delay in reimbursement is 20 days, maximum delay in settlement is 164 days, and maximum delay in reimbursement is 178 days.

⁶ Director RC Kolkata's email dated 6th Dec 2021 having subject Long pending claim for reimbursements. (Copy enclosed)

⁷ Section 1(iv) of the D.E.S.W. File No. 22D(01)/2018/(WE)/D(Res-I) dt. 25th Sep 2019 and Section 3(d) of the C.O. E.C.H.S. Letter dt. 25th Nov 2019 being no. B/49770/AG/ECHS/Policy/2019.

beneficiaries on the pretext of flimsy reasons. Some of them are resorting to advance payment as well. ...⁸

But also prolonged the time for processing the reimbursement claims by recruiting less than required number of executives at the bill processing agency (who are paid commission per reimbursement claim processed), so that a little reimbursement claims arrive at a time at the exchequer for payment:

2. *Necessity of a planned strategy: The earlier measures failed to meet the desired objectives due to undefined roles and clear timelines. **BPA also could not process the pendency without enhanced & train manpower.** In this campaign, BPA was informed to take approval for increasing its number of validators to handle this One Time Claim Settlement Adalat.*⁹

To prolong that time further, now the Central Government has come up with noble idea that the Ex-servicemen are untrustworthy and their reimbursement claims must make additional round of scrutiny in the hands of the Screening Committee chaired by the Joint Secretary D.E.S.W.¹⁰.

Pension insufficient to buy NA medicines

Claims remain pending for months for getting scrutiny done, approval for payment, and reimbursement. In the meantime for timely getting medicines Not Available in the E.C.H.S. polyclinics, if the aged and diseased Ex-servicemen forego rebate on pharmacy bills for delayed payment of the medicines taken on credit; then, the Central Government not only humiliate them but also suspended their reimbursement claims for no earthly reason, thereby terrorising the Ex-servicemen to reduce purchasing the NA medicines and reduce filing of reimbursement claims. Fixed medical allowance once stopped for and lump sum amount once contributed to the E.C.H.S. on retirement, the Central Government cannot force the Ex-servicemen to purchase the NA medicines from minuscule amount of pension and borrow money for food and the like at their sunset years.

Rank discrimination in giving reimbursement

1. *In the Service Hospital/MI Rooms /SMCs, Armed Forces Veterans are treated as per Service conventions. Separate queues/timings/days are fixed for medical examination of Officers/JCOs & OR Families. Ward entitlement for admission in Service Hospitals is also well defined for Serving personnel as well as Veterans and their dependents.*

⁸ C.O. E.C.H.S. letter dt. 21st July 2023 being no. B/49770/AG/ECHS/Treat/Policy/2022.

⁹ C.O. E.C.H.S. letter dt. 22nd July 2024 being no. B/49778/AG/ECHS/Claims/Advisory.

¹⁰ Page no. 5 of E.C.H.S. Newsletter: Second Edition June 2024.

2. Entitlement of indoor treatment in Empanelled Hospitals has also been specified vide Govt of India, Min of Defence letter No 22(16)/05/US(WE)/D(Res) dated 19 Jul 2005 as under :-
- (a) Officers/dependents - Private Ward
 - (b) JCOs & Equivalent/dependents - Semi Private Ward
 - (c) OR/Dependents - General Ward
3. HQs Command are requested to ensure that similarly separate queues/timings are followed in ECHS Polyclinics for Registration, Consultation, Investigations and issue of medicines to veterans and their dependents.¹¹

Read with

2. ... The beneficiary is entitled to know only about his claim and not about the claim of other beneficiaries due to privacy and confidentiality issues.¹²

Read with

'iii) however priority in ECHS Polyclinics, instead of being given to the aforesaid persons, is being given to officers;
'iv) that ex-servicemen of the officer cadre are not only attended to first but also out of turn, in the said clinics and also issued medicines of different specifications;
'v) that as a result thereof, ex-servicemen of other ranks, even if suffering from serious ailments, are made to wait endlessly;¹³

Whereas the Central Government does not allow transparency and not even RTI¹⁴ in the order of processing several reimbursement claims, it hardly leaves any doubt that officers are given priority in giving reimbursements, which the Central Government intends to hide; whereas other ranks, who are fed up with long waiting period and funds not available for them, are compelled to do without Not Available medicines in the polyclinics.

Officers & JCOs are leeching away the E.C.H.S.'s funds

At the time of retirement, lump sum contributions made by the Ex-servicemen to the E.C.H.S. are not enough, as the Central Government has to fund the health scheme continuously and accordingly make accommodation in the annual budget. Lack of funds to run the health scheme is a chronic problem in the hands of the Central Government, and E.C.H.S. Polyclinics at periphery remain underdeveloped and dying of negligence:

¹¹ C.O. E.C.H.S. letter dt. 20th Nov 2006 being no. B/49770/AG/ECHS having subject EXAMINATION OF PATIENTS IN ECHS POLYCLINICS.

¹² C.O. E.C.H.S. Director (C. & L.) Col Anirudh Shekhawat's letter dt. 7th June 2022 no. B/49717-CPGRAMS/AG/ECHS. (Copy enclosed)

¹³ W.P.(C) 5522 of 2015 in the Delhi High Court.

¹⁴ D.E.S.W. CPIO & Under Secretary Suman Sharma's letter dt. 27th July 2022 being no. 24(09)/2022-D(WE)/Res-1. (Copy enclosed)

Hav Madan Singh Kajla (Retd), Corps of Signals, undertook infrastructural development of PC Sikar costing around Rs 8 Lakh. **His philanthropy sets an example for the veteran community.**¹⁵

Under the Bapuji Cake Health Scheme, which comprises the C.G.H.S. and the E.C.H.S., in empanelled and non-empanelled hospitals, air conditioned cabins and semi-private hospitals beds that are entitled to the Officers and Junior Commissioned Officers respectively do provide for their vanity more than treatment advantage (if any) over general beds, which are entitled to the personnel below officer ranks:

'iii) Entitlement for indoor treatment. Charges as applicable to CGHS will apply. With effect from the issue of this letter the ECHS beneficiaries shall be entitled to General/Semi Private/Private Ward facility in empanelled hospitals according to their rank structure as under :-

	Rank	Entitlement of Accommodation Hospitals
Officers		Private Ward
JCOs	'Nb Sub to Sub Maj including Hony Ranks of Lt/Capt and Equivalent)	Semi Private Ward
NCOs	'Sep to Hav including Hony Ranks of Nb Subedar and Equivalent)	General Ward

'*Amended vide GOI MoD letter No. 22D(04)/2010/WE/D(Res-I) dated 29 Dec 2017).

'iv) AC Charges. **AC Charges will be included in rate for ICU/ICCU patients, private ward patients and specialty treatment patients. In all other conditions where AC is absolutely essential for treatment of the patient, such charges will be included with a necessary certificate from the treating physician.**¹⁶

Personnel below officer rank have to furnish certificates from doctors stating that air conditioned rooms do have medical treatment advantage over general wards, give better treatment outcomes, and reduce stay in the hospital; despite having chronic deficiency of funds to run the Bapuji Cake Health Scheme, however, the Central Government pleases the officers by giving luxury of the air conditioned cabins without such certificates:

5. We can however well imagine the scenario prevalent in the ECHS Polyclinics, Military Hospitals / Empanelled Hospitals. The same is not typical of ECHS Polyclinics /

¹⁵ Page 12 of E.C.H.S. Inaugural Newsletter March 2024.

¹⁶ Pg. no. 336 (315) of E.C.H.S. Compendium of Government Letters 30th Dec 2002 to 31st Mar 2021.

Military Hospitals / Empanelled Hospitals only but of all institutions. We, as a country, ruled first by the kings and chieftains and later by the British, have it ingrained in us, to respect and give priority in all walks of life to rank, office and wealth. Rank, office and wealth opens doors to holders thereof without even there being any provision therefor in law, Rules and Regulations. Though our Constitution set the course right by ingrainning therein the equality clause (Article 14) and by abolishing titles (Article 18) but the same has not been achieved in practice in the last more than 65 years.¹⁷

With chronic deficiency of funds to run the Bapuji Caste Health Scheme and to pay bills of empanelled hospitals, by giving air conditioned cabins to the Officers and semi-private beds to the Junior Commissioned Officers, in contrast to general beds to the other ranks, what the Central Government is actually doing is sitting lifeboats according to rank: Movie Titanic 1997 -

Ruth: "Will the lifeboats be seated according to class? I hope they're not too crowded."

Rose: "Oh, Mother shut up! Don't you understand? The water is freezing and there aren't enough boats... not enough by half. Half the people on this ship are going to die."

Grounds for requisition

The Bapuji Caste Health Scheme is a welfare state primarily for the poor; out of fixed monthly funds allocated to an E.C.H.S. polyclinic for doing Local Purchase of the medicines Not Available in the polyclinic¹⁸, an Ex-serviceman is denied LP for one costly medicine if it benefits several other Ex-servicemen in doing LP for some cheap medicines.

Where there is chronic deficiency of funds in the E.C.H.S. and reimbursement takes months thereby effectively causing denial of pension mostly affecting the Ex-servicemen of other ranks, providing the Officers very costly air conditioned cabins and providing the JCOs costly semi-private beds is misappropriation of funds and discrimination against the other ranks. Mind that the E.C.H.S. is as much strong as is its other ranks beneficiaries.

Where the Ex-servicemen of the ranks JCO and below require doctors' certification to get air conditioned room for treatment advantage, the Officers are exempted from such requirement. This arbitrariness is the result of procedural impropriety, illegality, irrationality, and unreasonableness behind making such policy.

¹⁷ W.P.(C) 5522 of 2015 in the Delhi High Court.

¹⁸ D.E.S.W. letter 30th June 2022 no. 22D(01)/2016/US(WE)/D(Res).

Where rate of reimbursement is the lowest rate quoted by the empanelled hospitals¹⁹, in the welfare state every Officer and JCO will be entitled to the cheap general beds, which the other ranks are entitled to; Officers and JCOs will be at liberty to get costly air conditioned cabins and semi-private beds at extra cost paid from their own pockets without seeking reimbursement:

7. ... We have for this reason only not deemed it appropriate to issue notice of this petition and to give an opportunity to the respondents to show, whether despite being not in the scheme, elsewhere in the rules and regulations governing Armed Forces, **there is such a distinction as maintained amongst officers and personnel of other ranks, because even if that be so, in our view, the same cannot continue post retirement, when both fall in the same category i.e. of ex-servicemen and when the Scheme does not provide therefor. Once the Scheme does not classify its members according to their rank and does not provide for priority, in the matter of benefits under the Scheme or in the working of the Scheme, to be given as per rank, there can be no basis for such sub-classification or micro-classification or further classification among the class of ex-servicemen in treatment under the Scheme.** The guarantee contained in Article 14 of equal protection extends, besides to substantive law, to procedure as well. There does not appear to be any basis for such sub-classification amongst ex-servicemen in relation to the object of the Scheme. We may however mention that "Regulation for Medical Services of Armed Forces-1983" also not providing for any such classification on the basis of rank and to be rather under the heading "Medical Ethics" providing that while dealing with a patient, the medical officers primary duty is always the patients welfare.²⁰

Hence, in the face of chronic deficiency of funds for running the Bapuji Cake Health Scheme, the long pending reimbursement claims are partly because of the Officers and the Junior Commissioned Officers who are leeching away the exchequer.

Requisition

- 1) In public interest, amend the E.C.H.S. policy to strip the Officers and Junior commissioned officers of their illegal entitlement to air conditioned cabins and semi-private beds respectively, making provision only for the general beds/ward for all ranks in empanelled and non-empanelled hospitals, to save money for paying reimbursement claims of several Ex-servicemen. Kindly provide me a copy of the amended E.C.H.S. policy as requested.

¹⁹ File Noting Note # 96 of the reference File No. FTS8187036, MoH&FW's No. Z15025/28/2022/DIR/CGHS.

²⁰ W.P.(C) 5522 of 2015 in the Delhi High Court.

- 2) If the E.C.H.S. policy is not amended as requested; then, the Central Government will entitle Havildar Madan Singh Kajla (retired) and its spouse²¹ to air conditioned cabins in service, empanelled, and non-empanelled hospital (for sake of individual reimbursement claim), and the Central Government will write a letter informing Havildar Madan Singh Kajla (retired) about the Central Government's decision in this regard, and publish the same in the same manner the Central Government published about the contribution made by Havildar Madan Singh Kajla (retired) in the E.C.H.S. Inaugural Newsletter March 2024 at the E.C.H.S.'s website. Provide me a copy of the decision letter of the Central Government, as it is a public document.
- 3) Please cause to process my father's reimbursement claim ID **32924686** (NMI) and claim ID **32371599** (long pending).

Clarification

Herein again I repeat what I have written in many correspondences with the Central Government:

In West Bengal, Bapuji Cake costs Rs. 7 and Monginis cake costs above Rs. 300. You know the standard of government service is reasonable, neither the best nor the worst, just because no person in this country, rich or poor, should die without ever having the taste of cake - at least of Bapuji cake. This explains why Swasthyasathi card holders (W.B. Govt.) and E.C.H.S. and C.G.H.S. card holders (Central Govt.) are sometimes refused services²² by costly hospitals (with exception BM Birla). C.G.H.S. and E.C.H.S. are here to assure the beneficiaries that they will live in their sunset years with dignity and independently; but sadly, compromise is the best advocate, as no patient is supposed to get ambulated to an advocate's chamber instead of a doctor's clinic.

I would rather say Bapuji Cake Health Scheme than saying Central Government Health Scheme and Ex-servicemen Contributory Health Scheme - this is not mockery of the C.G.H.S. and the E.C.H.S. on which lives of many beneficiaries and that of my parents are dependent, but criticism of the Govt. with constructive feedback. **It is my earnest request to you to keep in mind that herein Bapuji Cake Health Scheme refers to the C.G.H.S. and the E.C.H.S.** Thanks.

Hopefully, &c.,

Place: Dum Dum, Calcutta.

²¹ Havildar Madan Singh Kajla (retired) who made contribution of Rs. 8 lakhs voluntarily to the E.C.H.S. Polyclinic Sikar, which is equal to the combined contributions made by seven to eight officers at the time of retirement for getting E.C.H.S. facility.

²² C.O. E.C.H.S. letter no. B/49770/AG/ECHS/Treat/Policy/2022 dt. 21st July 2023.

(Signed)

ANIRBAN CHAKRABORTY
Complainant, *patient-party*,
& authorised representative.

Enclosures:

In the order as stated in the
footnotes.

Copy forwarded for information and necessary action to:

- i. The Managing Director C.O. E.C.H.S.
- ii. The Director Complaints & Litigations C.O. E.C.H.S.
- iii. The Director Regional Centre Kolkata
- iv. The Jt. Director Hospital Supply Regional Centre Kolkata
- v. The Officer-in-Charge E.C.H.S. Polyclinic Salt Lake

AFFIDAVIT

I Anirban Chakraborty S/o Nk Gopal Chakraborty (Ex-Army) aged about 36 years being an Indian citizen and in the capacity of being the offspring, authorised representative, and the patient-party of the E.C.H.S. beneficiary²³; do hereby solemnly affirm that the statements made in this complaint are true to my knowledge and information received and the rest are my humble submissions.

ANIRBAN CHAKRABORTY
Signature in ink is not
required, as filed in PGPORTAL
after due authentication.



Statutory Notice

Details contained herein like contact information, enclosures and IDs are personal, which is solely intended for the addressee(s) herein mentioned; it has no relation to any Third Party. Indexing by search engines and publication in websites of personal details and documents would attract contempt of Court, vide W.P. 33290(W) of 2013, Calcutta High Court. Such publication is in contravention to the Office Memorandum of Department of Personnel and Training being no. 1/31/2013-IR dated 8th Jan 2014, too. To prevent misuse or theft of personal details inadvertently published, Third Party, if obtains a copy of this unredacted document anyhow, is required to delete the copy immediately.

Published

Calcutta High Court Division Bench, APOT 261 of 2024:

Every member of the public has the right to know the truth and if the truth is in the public interest, a member of the public has every right to expose it. ... But expression of this freedom is subject to certain conditions under the law of defamation. The first is that it should stand the test of justification or truth or must be a fair comment or the maker of the statement must owe a duty to the persons to whom the defamatory statement was published, which is described as qualified privilege. If the maker fails the test he is liable to pay damages in the civil action and may be charged with commission of an offence. **EoD**

²³ Copy of PAN Card is enclosed for proof of relationship and citizenship, and copy of the E.C.H.S. Card is enclosed, too.

Beneficiary Claim Status Details

Claim ID	32924686
Service No	XXX
Beneficiary Name	GOPAL CHAKRABORTY
Claimed Amount	₹ 2000.00
Approved Amount	₹ 0.00
Processors Remark/Query	Kindly note that uploaded sanction letter is of 13.08.2024 but you have claimed for 20.09.2024 dated consultation, kindly clarify the same for further processing.
Current claim status	Need More Information [Val]
Last Processed On	18-Oct-2024

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Long pending claim for reimbursements.

1 message

P R MOHANTY <dirrckolkata@echhs.gov.in>

Mon 6 Dec, 2021 at 14:57

To: XXX@gmail.com

Cc: MAJ GEN NR INDURKAR SM <mdechhs-mod@nic.in>

Dear Veteran,

1. Ref the trail mail regarding your Claims.

2. Both the claims have been passed but are awaiting for settlement due to lack of Funds for Settlement. You shall receive the amount in your bank once we settle it as and when funds are available. This might take some time, probably by next month. We apologize for the delay.

Regards

with best wishes

Director ECHS RC Kolkata

Ex Servicemen Contributory Health Scheme

HQ Eastern Command

Kolkata-XXX

[Quoted text hidden]



https://archive.org/details/@oligarchy_of_india

Tele :
Email : dircomplaints-mod@nic.in

Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)

B/49717-CPGRAMS/AG/ECHS


21 Jul 22

Shri Aniraban Chakraborty
2 No Motilal Colony
Rajbari Colony
Kolkata – 700081
(WB)

CPGRAMS REGN NO DDESW/E/2021/01202
IN R/O SHRI ANIRBAN CHAKRABORTY

1. Please refer your CPGRAMS regn No. DDESW/E/2022/01202 dt 08 May 22.
2. In this context, it is intimated that the issue brought out has already been replied vide this HQ letter No B/49717-CPGRAMS/AG/ECHS dt 07 Jun 22. Copy attached herewith.
3. This is for your information please.

Encl. As stated


(Deepak Bhatt)
Lt Col
Jt Dir (C & L)
for MD ECHS

dircomplaints-mod@nic.in

Central Organisation ECHS
Adjutant General's Branch


B/49717-CPGRAMS/AG/ECHS

07 Jun 22

Shri Aniraban Chakraborty
2 No Motilal Colony
Rajbari Colony
Kolkata – 700081
(WB)

CPGRAMS REGN NO DDESW/E/2021/0691 & 00696
IN R/O SHRI ANIRBAN CHAKRABORTY

1. Please refer your CPGRAMS regn No. DDESW/E/2022/00691 dt 18 Mar 22 & DDESW/E/2022/696 dt 19 Mar 22.
2. With regards to the issue highlighted by you regarding publishing of monthly details of all reimbursement claims processed at Polyclinic on ECHS web portal for public display. It is intimated that adequate transparency is available on the BPA portal wherein a beneficiary can track the status of his claim and know the stage at which the claim is being processed. The beneficiary is entitled to know only about his claim and not about the claim of other beneficiaries due to privacy and confidentiality issues.
3. This is for your information please.


(Anurudh Shekhawat)
Col
Dir (C & L)
for MD ECHS

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24(09)/2022-D(WE)/Res-1
Government of India
Ministry of Defence
D/o Ex-Servicemen Welfare
D(WE)

New Delhi, Dated: 27.07.2022

To

Shri Anirban Chakraborty
2 No. Motilal Colony
PO- Rajbari Colony, Kolkata
West Bengal-700081

Sub:- Seeking information under RTI Act, 2005 in case of Shri Anirban Chakraborty- reg.

Sir,

Please refer to your RTI application No. ECHSD/R/T/22/00523 dated 02.06.2022 with enclosed application vide reference no. RTI/ACFSF/DESW/36(33) dated 25.05.2022 received at this Dept. on 27.06.2022.

2. In this regard, it is informed that **"as regard the points highlighted by you regarding publishing of monthly details of all reimbursement claims processed at Polyclinic on ECHS web portal for public display, It is informed that adequate steps have been taken towards ensuring transparency. Also all online medical Bills are uploaded on BPA Portal wherein a beneficiary can track the status of his claim and know the stage at which the claim is being processed. The beneficiary is entitled to know only about his claim and not about the claim of other beneficiaries due to privacy and confidentiality issues"**.

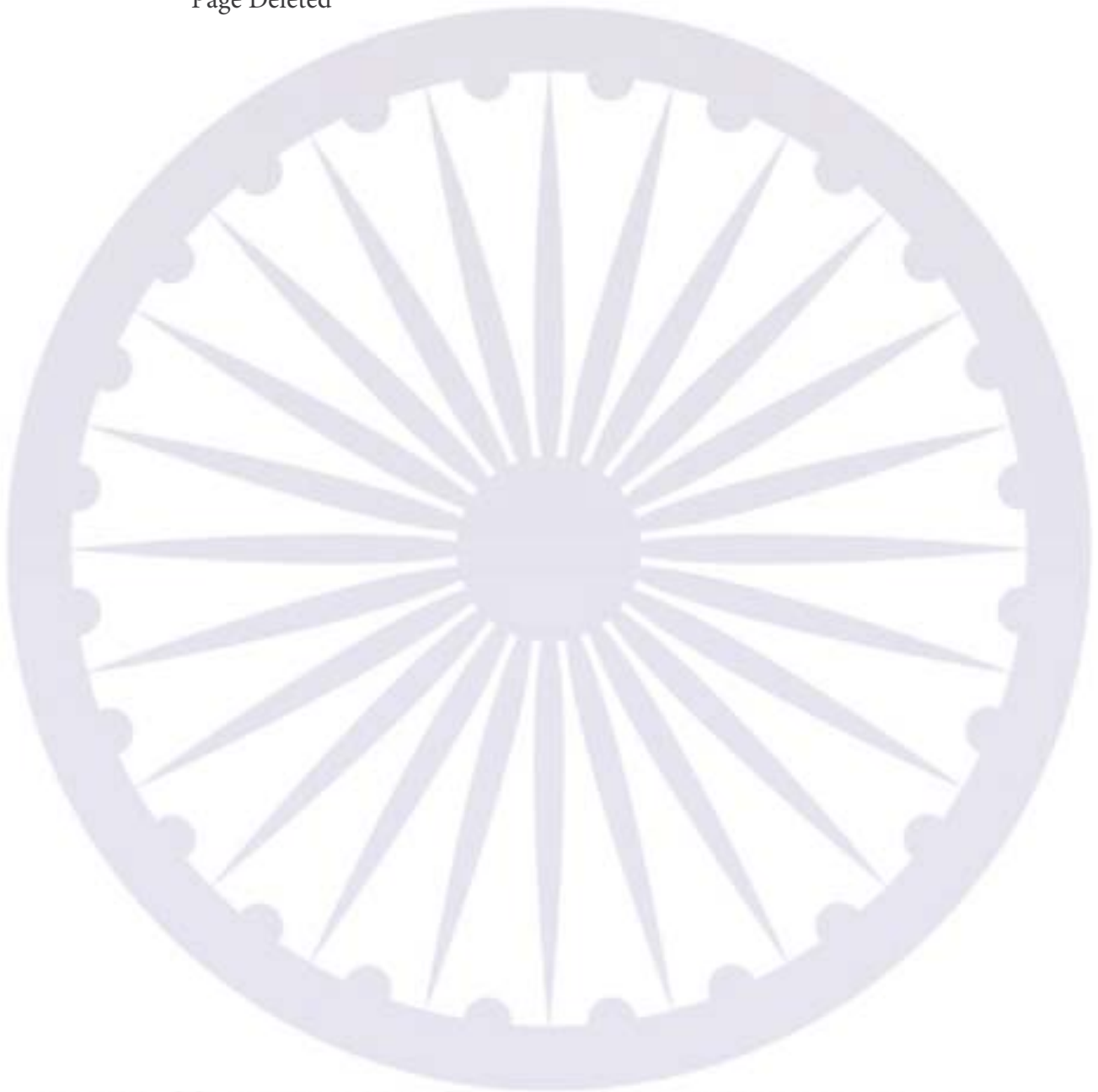
3. The appellate authority in r/o the undersigned functioning as CPIO in Department of ESW, MoD is Dr. P. P. Sharma, OSD, Room no 237, D/o Ex-Servicemen Welfare, New Delhi 110011.

(Suman Sharma)

CPIO & Under Secretary to the Govt. of India

Tel: 26123355

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Tele: 0321 .

Regional Centre ECHS
HQ Eastern Command

20771/Complaint/Med

05 Apr 2024

Nk Gopal Chakraborty (Retd)
ECHS Beneficiary

SUB: AND NOW PRIME MINISTER MR. MODI WANTS TO KILL THE BENEFICIARIES OF THE EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (DEPARTMENT OF EX-SERVICEMEN WELFARE) BY DEPRIVING THEM OF SPIRIT AND COTTON, WHICH ARE INDISPENSABLE FOR DISINFECTION FOR THE DIABETICS REQUIRING DAILY INSULIN INJECTIONS. C.G.H.S. AND E.C.H.S. HAVE BEEN RUINED INTO BAPUJI CAKE HEALTH SCHEME, AND NOW PRIME MINISTER MR. MODI UNLAWFULLY ORDERS THE BENEFICIARIES TO RETURN THE AMOUNT REIMBURSED FOR THE PURCHASE OF SPIRIT AND COTTON, WHICH WERE PRESCRIBED BY THE MEDICAL OFFICERS BUT NOT AVAILABLE AT THE E.C.H.S. POLYCLINICS

1. Claims for (a) Indoor Patients Department (IPD) and Outdoor Patients Department (OPD) by the Empanelled hospitals for the expenditure incurred by them for treatment of ECHS beneficiaries and (b) reimbursement claims by the ECHS Polyclinics for expenditure incurred by the ECHS beneficiaries, are uploaded in the BILL PROCESSING AGENCY (BPA for ECHS) Portal.
2. The number of such claims uploaded in the BPA Portal runs into a few thousands every month.
3. These claims are scrutinized, verified and validated by the BPA based on various parameters laid down by the Central Govt and as per the policies in vogue.
4. These claims are again audited at the Regional Centre ECHS level to find out the discrepancies, if any. If observed at this stage, a particular claim is sent back to the BPA to kindly review and deduct the excess amount recommended to be sanctioned against those non-payable items or inadmissible extra charges as per the list available and as per the policy in vogue. However, because of the very sheer number of claims, which runs into thousands, it is not feasible to thoroughly audit each and every claim, especially those claims which are uploaded in the page of BPA REVIEWED CASES: DISCREET APPROVAL LIST (CLAIMS NEED TO PROCESSED ON PRIORITY) of the BPA Portal
5. After the settlement of the claims, they are again Post-audited by the Controller of Defence Accounts (CDA). If any discrepancy is detected at the time of Post Audit, the CDA directs the respective Regional Centre to make the recovery of excess amount paid either to the Empanelled Hospital or to the Individual ECHS beneficiary.

6. One of such claims, the ID number of which was 24076161, was settled by Regional Centre ECHS Kolkata on 10 Mar 2023 for an amount of Rs 4,448.00 (Rupees Four thousand four hundred and forty-eight only). Later on, during the Post Audit the CDA found that an excess payment of Rs 375.00 (Rupees three hundred and seventy-five only) had been made to the ECHS beneficiary for some non-payable items based on the list vide Central Org letter No B/49778/AG/ECHS/Claims/Advisory dated 04 Oct 2022 (scanned copy uploaded).

7. It is prudent to state that it is the endeavour of the BPA, the ECHS authorities at Regional Centres and Central Org and the CDA, not to pass the claims or to recover all the excess payments made to Empanelled Hospitals or to ECHS Beneficiaries towards non-payable items as per the policy in vogue, to save public money; and to avoid loss to the state and the exchequer.



Chad